



POLICIES AND PROCEDURES

NEW JERSEY EARLY INTERVENTION SYSTEM

Date: September 2009

No.: NJEIS-14	Subject: Early Intervention Missed Services Policy
Effective Date: September 17, 2009	Category: IFSP Services
Review Date: October 2011	Responsible Party: Procedural Safeguards Coordinator

1. Purpose

To identify circumstances under which missed IFSP services for eligible children and families will be made up by the New Jersey Early Intervention System (NJEIS).

2. Policy

- A. Consistent with the provisions of the Individuals with Disabilities Education Act (IDEA), Part C at 34 CFR, Part 303, the NJEIS will provide missed IFSP services under specific circumstances for eligible children and their families served by the NJEIS.
- B. Every effort must be made to locate a NJEIS practitioner as soon as possible to meet the needs of children/families served by the NJEIS.
- C. If a practitioner cannot be identified within 30 calendar days of the signing of the Individualized Family Service Plan (IFSP), the family will be eligible for missed services in accordance with the provisions herein.
- D. If a family cancels or refuses services from an assigned NJEIS agency and/or practitioner, the family is not entitled to make-up services.
- E. If a scheduled service falls on a state, federal or religious holiday, there is no entitlement to make-up services for the missed services if the provider agency observes the holiday and the provider agency informs the family of the same in advance.
- F. If an EIP Agency or practitioner cancels or fails to provide services in accordance with a current IFSP, the provider agency must offer the family the opportunity to receive make-up services following the second consecutive week of missed service. Make-up services must be provided within the authorization effective dates whenever possible.
- G. If a child ages out of the NJEIS and missed services have occurred, the family or the service coordinator is responsible for contacting the Procedural Safeguards Office.

3. Procedure

A. A child/family's eligibility for missed services shall be determined in accordance with the following procedures:

1. The Service Coordinator must within a reasonable time frame not to exceed thirty (30) days, contact the REIC in writing (which may include email) of the NPA if no participating EIP is able to provide services either in natural environments or in its office/center.
2. The PSO sends the family a letter with next steps, pending identification of a participating provider agency/practitioner.
3. In the event a family accesses temporary services pending assignment of a NJEIS participating practitioner:
 - (a) The Procedural Safeguards Office must review and issue written approval for the use of the non-NJEIS provider/practitioner.
 - (b) The non-NJEIS provider/practitioner is required to meet the NJEIS personnel standards for his/her discipline requirements.
 - (c) The NJEIS will only reimburse the non-NJEIS provider/practitioner at the state's NJEIS contracted rates. Requests for reimbursement must be submitted no later than sixty (60) calendar days after the IFSP Service Authorization End Date. Requests beyond the (60) days may not be reimbursed.
 - (d) Families that submit invoices for services provided by a non-NJEIS provider/practitioner will have any outstanding Family Cost Share deducted from their reimbursement.
 - (e) Reimbursement requests for non-NJEIS services that have been approved must include copies of invoices and proof of payment. Proof may be in the form of a:
 - (i) Cancelled check;
 - (ii) Copy of credit card statement;
 - (iii) Signed receipt by a provider if cash was the method of payment;
 - (iv) If private insurance makes partial payment for the private services the family may be owed reimbursement for the remaining balance and/or co-pays provided that the payment does not exceed the NJEIS contracted hourly rate.
 - (f) Invoices must include:
 - (i) Name of the child;
 - (ii) Business name, address and phone number;
 - (iii) Name of the practitioner;
 - (iv) Practitioner's specialty and New Jersey license number;
 - (v) Practitioner's signature;
 - (vi) Dates of service;
 - (vii) Location of service.

- (viii) Type and duration of the service;
 - (ix) Hourly rate; and
 - (x) Amount billed.
- (g) In lieu of providing make-up services, the family may be reimbursed for out of pocket expenses in excess of the NJEIS contracted hourly rate and consistent with the Family Cost Participation Policy and Procedures.
4. If the family does not access temporary services as outlined above, the service coordinator must discuss the option of receiving make-up services with a newly assigned EIP. The service coordinator should advise families with a cost share that make-up services are subject to the family cost share.
5. When an EIP Agency or practitioner cancels or fails to provide services in accordance with a current IFSP, the provider agency must offer the family the opportunity to receive make-up services following the **second consecutive** week of missed service.
- (a) The make-up services must be provided within the authorization effective dates and allowable hours (bucket).
 - (b) If the services can be made up within the timeframe covering the specific IFSP period when services were missed, then no additional authorizations are needed.
 - (c) If the services cannot be provided within the IFSP period, the Service Coordinator must submit a written request (which includes E-mail) to the NJEIS PSO for approval to provide the missed services.
 - (d) If the child has aged out or is close to aging out, the service coordinator must contact the NJEIS Procedural Safeguards Office (PSO). The NJEIS PSO will determine if compensatory services are warranted after reviewing the case file.

B. Compensatory services determinations will be made pursuant with the provisions herein, and each written determination is final.

1. Every effort must be made by an EIP and family to complete approved compensatory Part C early intervention services prior to age three and/or the start of Part B preschool services. Requests to extend compensatory early intervention services beyond age three must be approved by contacting the NJEIS Procedural Safeguards Office.

Related Policies/Procedures

NJEIS-08 No Provider Available

NJEIS-09 EIP Assignment